User Manual

317 Pacific Highway North Sydney 2060
PO Box 899 North Sydney 2059
T: 9934 1800 F: 9934 1801 www.bais.com.au

April 2007

Table of Contents

Release Notes -

Manual Updates

Release Notes – Manual Updates

From time to time the manual will be updated with changes as they are released into the system. To assist you to keep track of these changes and update any printed copies of the manual accordingly, this section lists all updates and the affected pages.

Note: As the addition of information will affect page numbering, the page numbers referred to below are the new page numbers as available now in this online version. Subsequent information changes, may impact on these numbers.

Date	Description of Change	Page(s)
June 07	Processing - Copy Policy Functionality added	2-26 to 2-27
June 07	Receipts - Paid Direct to UW added	5-13 to 5-14
June 07	Processing - Policy Maintenance added	2-28 to 2-29
June 07	Reports - Trust Account Balancing Reports	5-38 to 5-43
August 07	Sundry Cash Receipts	5-15 to 5-16
August 07	Cancelling Receipts	5-18 to 5-23
August 07	Cancelling Creditor Payments & Debtor Refunds	5-32 to 5-37
November 07	Premium Funding	6-1 to 6-9
November 07	Trust Accounting Reports	5-39 to 5-40
November 07	Trust Account Summary Report	5-41 to 5-42
November 07	Trial Balance Report	5-43
November 07	Control Total Balancing Report	5-44
November 07	Brokerage Earned Summary Report	5-45
November 07	Debtors Ageing Report	5-46 to 5-47
November 07	Creditor Report	5-47 to 5-48
November 07	Return Premium Reports	5-48 to 5-50

Date	Description of Change	Page(s)
November 07	Unallocated Cash Listing	5-50 to 5-51
November 07	Brokerage Earned Reports	5-51 to 5-52
November 07	Client Statements	5-53 to 5-56
November 07	Further information for 'Policy Transaction" graphic added	2-19
November 07	'Print or Preview Policy Document' graphic replaced with revised 'Print or Preview Policy' graphic and further information added	2-24 to 2-25
November 07	'Print or Preview Policy Document' graphic replaced with revised 'Print or Preview Policy Document' graphic	2-38
November 07	'Print or Preview Policy Document' graphic replaced with revised Print or Preview Policy Document' graphic	2-39
November 07	'How to Drive BAIS' – 'Tips' information and graphic added	1-11
November 07	'Cash Receipting' – 'Receipt Reprint' information and graphics added	5-11
November 07	New Chapter added – 'Chapter 7 – Reporting'	7-1 to 7-4
November 07	New Chapter added – 'Chapter 9 – General Ledger'	9-1 to 9-14
19/12/2007	New Chapter added – 'Chapter 8 – Sunrise'	8-1 to 8-27
19/12/2007	'Client Details Enquiry and Client Maintenance' added	2-16 to 2-18
19/12/2007	'Brokerage Taken Report' – information added	5-41
19/12/2007	'Brokerage Taken Report' – information and graphics added	5-54
19/12/2007	'Funding a Transaction' – amendment to 1st paragraph and 3rd paragraph	6-6
19/12/2007	'Funding a Policy Portfolio' – amendment to 2nd paragraph and 4th paragraph	6-7
19/12/2007	'Funding a Policy Portfolio' – amendment to 1st paragraph and 3rd paragraph	6-8
19/12/2007	'Client Enquiries' – revised information and graphic	6-9

Date	Description of Change	Page(s)
19/12/2007	'Report Cabinets' added	7-1 to 7-7
19/12/2007	'Broking Reports' added	7-11 to 7-12
19/12/2007	'Internet Explorer' graphic replaced with revised 'BAIS - Home – Microsoft Internet Explorer' graphic	1-7
19/12/2007	'Colour Assistance' information and graphics added	1-12
19/12/2007	'Client Details Enquiry and Client Maintenance' - Additional information added – top of page	2-17
19/12/2007	'Client Details Enquiry and Client Maintenance' - Revised information added – bottom of page	2-17
19/12/2007	'Client Details Enquiry and Client Maintenance' - Revised information added – 2nd last line	2-18
19/12/2007	'Suspending a Transaction' – Information and graphic replaced with revised information and graphic	2-29
19/12/2007	'How to retrieve a Suspended Transaction' – added	2-29 to 2-30
19/12/2007	'Funding a Transaction' – Revised information added – 1st paragraph 2nd sentence	6-6
19/12/2007	'Funding a Policy Portfolio' – Revised information added – 1st paragraph	6-8
19/12/2007	'Client Enquiries' – revised information and graphic added	6-9
19/12/2007	'Overview' added	7-1
19/12/2007	'How to Access the Reporting Functions' added	7-1
19/12/2007	'Available Forms & Reports' graphic deleted and revised information added	7-8
20/12/2007	Graphic replaced with 'Policy Transaction' graphic and revised information added	8-4
20/12/2007	'Sunrise Lapse' added	8-11
20/12/2007	'Referral' added	8-18
20/12/2007	'Suspending a Transaction' added	8-18

Date	Description of Change	Page(s)
20/12/2007	'List Documents' added	8-25 to 8-26
20/12/2007	Revised 'Important Note' information for 'On-line Quoting graphic added	8-29
20/12/2007	Revised information for 'On-line Quoting' graphic added	8-30
20/12/2007	'Get Quote List' added	8-31
20/12/2007	'Suspended Policy Transactions Report' added	7-12 to 7-13
20/12/2007	'Chapter 7 - Reporting' - Heading order changed	7-8 to 7-11
22/12/2007	'General Letters' added	2-46 to 2-47
22/12/2007	'Brokerage and GST Transfers' added	5-38 to 5-39
22/12/2007	'Chapter 10 – Administration' added	10-1 to 10-3
29/05/2008	'End of Day' added	10-2 to 10-4
02/06/2008	'A note about cancelling funding policies' added	6-8
02/06/2008	'Short Cuts for Date Fields' added	1-11
03/06/2008	'From the Client Processing Screen' information replaced with 'Accessing Claims (Enquiry Only) From the Client Processing Screen'	3-1
03/06/2008	'From the Home Screen' heading amended to 'Accessing Claims Processing and Enquiry'	3-2
03/06/2008	'Registering a New Claim'. Information box added to graphic	3-3
03/06/2008	'FSRA Details By Client' added	7-13 to 7-14
03/06/2008	'Renewal Reports' added	7-14
03/06/2008	'Outstanding Renewal Report By Client' added	7-14 to 7-15
03/06/2008	'Outstanding Renewals By Client By Debtor' added	7-16
03/06/2008	'Outstanding Renewals Report (With Schedules)' added	7-17

Date	Description of Change	Page(s)
03/06/2008	'Renewal Report With Text Schedule' added	7-18 to 7-20
18/07/2008	'Chapter 7 – Reporting' – Trust Accounting Reports/Client Statements/Sunrise Policies Requiring Closure added	7-21 to 7-41
14/08/2008	'Chapter 5 – Accounting' – Direct Payment Journals added	5-16 to 5-18
09/09/2008	'Chapter 5 – Accounting' – Creditor Payments added	5-28 to 5-36
09/09/2008	'Chapter 5 – Accounting' – Debtor Refund Payments added	5-37 to 5-42
09/09/2008	'Chapter 5 – Accounting' – Manual Creditor Payment added	5-43 to 5-49
09/09/2008	'Chapter 10 – Administration' – Preferred Insurers added	10-7 to 10-8
09/09/2008	'Chapter 10 – Administration' – Endorsements added	10-9 to 10-11
09/09/2008	'Chapter 10 – Administration' – General Screen Defaults added	10-12 to 10-16
09/09/2008	'Chapter 10 – Administration' – Read In Clauses added	10-16 to 10-17
12/11/2008	'Chapter 10 – Administration' – End of Period added	10-2
12/11/2008	'Chapter 10 – Administration' – End of Day information amended	10-3
12/11/2008	'Chapter 10 – Administration' – End of Month added	10-6 to 10-9
12/11/2008	'Chapter 10 – Administration' – Policy Wording added	10-25 to 10-26
12/11/2008	'Chapter 10 – Administration' – Executive Maintenance added	10-27 to 10-29
12/11/2008	'Chapter 10 – Administration' – Sub-Agent Maintenance added	10-30 to 10-32
18/12/2008	'Chapter 10 – Administration' – Insurer/Creditor Maintenance added	10-33 to 10-38
12/06/2009	'Chapter 5 – Accounting' – Credit Card Charges added	5-10
12/06/2009	'Chapter 1 – Introductory' – Setting up Pages in ibais added	1-7
12/06/2009	'Chapter 3 – Claims' – New screen shot & information added	3-2

Date	Description of Change	Page(s)
12/06/2009	'Chapter 2 – Enquiries & Processing' – Existing screen shots (2) have been replaced with 2 new screen shots	2-18
12/06/2009	'Chapter 2 – Enquiries & Processing' – New screen shots and information added	2-34 to 2-35
12/06/2009	'Chapter 7 – Reporting' – Expired Policy Report added	7-12 to 7-13
12/06/2009	'Chapter 7 – Reporting' – Customer Name and Address Listing added	7-14 to 7-15
12/06/2009	'Chapter 7 – Reporting' – Reprint Credit Control Letters added	7-15 to 7-16
12/06/2009	'Chapter 7 – Reporting' – Start Date Maximum Days in Future added	7-17
12/06/2009	'Chapter 7 – Reporting' – Broking Transactions for Insurer added	7-17 to 7-18
12/06/2009	'Chapter 7 – Reporting' – Consolidated Brokerage Earned Report added	7-42
14/04/2010	'Chapter 5 – Accounting' – BPay Receipt Inputs added	5-13 to 5-14
14/04/2010	'Chapter 10 – Administration' – APRA details added	10-37 to 10-40
14/04/2010	'Appendix' – APRA Data Collection & Reporting added	1 to 12
14/04/2010	'Chapter 1 – Introductory' – Tips section amended	1-12
15/04/2010	'Chapter 7 – Reporting' – Cabinet – Report Interface screen shots & information updated	7-2 to 7-3
15/04/2010	'Chapter 5 – Accounting' – Payment Remittance Report Production added	5-39 to 5-42
15/04/2010	'Chapter 9 – General Ledger' – General Creditor Transactions added	9-15 to 9-16
15/04/2010	'Chapter 8 – Sunrise' – Information added to Sunrise - Import Download List screen shot	8-14
15/04/2010	'Chapter 10 – Administration'- Start Maximum Days in Future deleted from Chapter 7 – Reporting and added to Chapter 10 – Administration	10-27
15/04/2010	'Chapter 7 – Reporting' – Transaction Listing by Transaction Date added	7-19

Date	Description of Change	Page(s)
15/04/2010	‘Chapter 7 – Reporting’ – Portfolio Analysis added	7-13 to 7-14
15/04/2010	‘Chapter 7 – Reporting’ – Key Reports Screen Shot updated	7-11
15/04/2010	‘Chapter 7 – Reporting’ – Available reports Screen Shot updated	7-10
15/04/2010	‘Chapter 7 – Reporting’ – Renewal Report with Text Schedule, Portfolio Analysis, Monthly Sales by Client and Cancellation Report information added	7-10
15/04/2010	“Chapter 7 – Reporting’ – GST/VAT Reporting added	7-28
16/04/2010	‘Chapter 5 – Accounting’ – Bank Statement Reconciliation information added	5-85 to 5-90
16/04/2010	‘Chapter 5 – Accounting’ – GST/VAT Reporting added	5-64 to 5-68
16/04/2010	‘Chapter 2 – Enquiries & Processing – Creating a new Client Record added	2-16 to 2-17
16/04/2010	‘Chapter 2 – Enquiries & Processing – FSRA Details added	2-18
16/04/2010	‘Chapter 2 – Enquiries & Processing – Confidential Notes added	2-18
16/04/2010	‘Chapter 2 – Enquiries & Processing – Physical Address added	2-19
16/04/2010	‘Chapter 2 – Enquiries & Processing – Documents added	2-19
16/04/2010	‘Chapter 2 – Enquiries & Processing – Batch Printing of documents added	2-53 to 2-54
03/05/2010	‘Appendix – APRA’ – Capturing APRA details in transactions	12 to 13
24/06/2010	‘Chapter 1 – Introductory’ – Getting Help, Accessing the Manual and Logging a Support Call added	1-15 to 1-18
23/07/2010	‘Appendix – APRA’ - Information added to ‘Preliminary Work to be Completed in ibais’	4 to 8
23/07/2010	‘Appendix – APRA’ – The Extract Process added	17 to 18
23/07/2010	‘Appendix – APRA’ – APRA Reporting added	19 to 27
23/07/2010	‘Chapter 7 – Reporting’ - Policies Without Policy Numbers added	7-16 to 7-17

Date	Description of Change	Page(s)
14/09/2010	'Chapter 5 – Accounting' – EWAY Bank Consolidation and Reconciliation – Explanation and Methodology	5-91 to 5-96
23/09/2010	'Chapter 7 – Reporting' – General Ledger Details Reports added	7-53 to 7-54
23/09/2010	'Chapter 9 – General Ledger' – General Ledger Details Reports added	9-21 to 9-22
23/11/2010	Update to introduce Generic Insurance Terms	Chapters 1, 2, 4, 5, 9, 10
11/02/2011	'Chapter 9 – General Ledger' – General Ledger Data Entry updated	9-12 to 9-15
11/02/2011	'Chapter 9 – General Ledger' – Cash Book Entry updated	9-16
11/02/2011	'Chapter 9 – General Ledger' – Standing Journals – Diarised added	9-17 to 9-18
11/02/2011	'Chapter 9 – General Ledger' – Standing Journals – Recurring added	9-19 to 9-20
11/02/2011	'Chapter 9 – General Ledger' – Other Journal Functions added	9-21
11/02/2011	'Chapter 9 – General Ledger' – Re-post an Existing Journal added	9-21 to 9-22
11/02/2011	'Chapter 9 – General Ledger' – Reverse an Existing Journal added	9-23
11/02/2011	'Chapter 9 – General Ledger' – Foreign Only Journal added	9-24
14/06/2011	'Chapter 1 – Introductory' - /baweb text added to the ibais site address	1-4
06/11/2011	'Chapter 10 – Administration' – Invoice Detail Notes (Wide) added	10-25 to 10-26
06/11/2011	'Chapter 10 – Administration' – Change Account Executive added	10-32 to 10-33
06/11/2011	'Chapter 10 – Administration' – Changing Sunrise Policies back to Manual added	10-46 to 10-47
06/11/2011	'Chapter 10 – Administration' – Change/Merge Client Codes added	10-48 to 10-52

Date	Description of Change	Page(s)
06/11/2011	'Chapter 7 – Reporting' – Subagent Commission Rate Listing added	7-10 to 7-11
06/11/2011	'Chapter 7 – Reporting' – Broking Report with Subagent Details Selection Report added	7-12 to 7-13
06/11/2011	'Chapter 7 – Reporting' – Renewal Report with Text Schedule amended	7-31 to 7-33
06/11/2011	'Chapter 7 – Reporting' – Trust Bank Movements (Section 26) Report added	7-47 to 7-49
06/11/2011	'Chapter 7 – Reporting' – Policy Transaction Exception Report added	7-49 to 7-50
06/11/2011	'Chapter 7 – Reporting' – Cash Receipt Listing added	7-62 to 7-63
06/11/2011	'Chapter 7 – Reporting' – Creditor Full Ledger Report added	7-64 to 7-65
06/11/2011	'Chapter 7 – Reporting' – MTD Income by Company/Branch by Executive by Client added	7-65 to 7-66
06/11/2011	'Chapter 7 – Reporting' – Debtor History Report added	7-67 to 7-68
06/11/2011	'Chapter 7 – Reporting' – Listing of Claims by Claim Number added	7-68 to 7-70
21/05/2012	'Chapter 5 – Accounting' – Note added 'Please refer to Chapter 10 – Administration for further information regarding setting up & maintaining Foreign Currency Exchange Rates'	5-16
21/05/2012	'Chapter 10 – Administration' – Maintaining Foreign Currency Exchange Rates added	10-53 to 10-54
21/05/2012	'Chapter 7 – Reporting' – Active Policy Count by Policy Class Report added	7-70 to 7-72
21/05/2012	'Chapter 2 – Enquiries & Processing' – Print Group Documents added	2-32
21/05/2012	'Chapter 2 – Enquiries & Processing' Accessing Document Management Systems with ibais added	2-56 to 2-58